

What is it?

Army Baseline Information Technology Services (ABITS), also known as "Good Enough" IT, represents a new information technology service management strategy for the Army. ABITS proposes two categories of customer services: user and organizational. User services are further broken into standard and priority users, who will receive the same types of services (voice, desktop, email, access to Network and applications) but different response and resolution times. Enabled by the global Network, ABITS will balance operational requirements, performance and cost (on a per user and seat basis) to extend essential communications, information assurance and automation services to Mission Command and business users at home station and outside combat zones. ABITS will establish clear performance standards, linking services and performance to cost and affordability, and measuring user satisfaction.

## Why is this important to the Army?

The Soldier is Network-dependent (not just Network-enabled). A new approach to information technology services that is more affordable and mission-centric is imperative. The Army must address current resource constraints, the increasing risk associated with new threats and vulnerabilities, redundant stove-piped capabilities, and greater requirements for sharing information within and across Service boundaries. With ABITS and enterprise-level Network modernization initiatives, the Army will improve the cost effectiveness and performance of baseline services, ensure standardization and normalization of service delivery across the entire force and raise customer satisfaction.

## What has the Army done?

The Assistant Chief of Staff for Installation Management and the Chief Information Officer/G-6 have approved a new Command, Control, Communications, Computers and Information Management Services List (v3.0) for FY 12. The list incorporates four new hybrid services approved by the LandWarNet/Battle Command General Officer Steering Committee: provisioning the classified Secure Internet Protocol Router network down to the operating force battalion; provisioning Secure Video Teleconferencing down to the brigade; providing a 24x7 help desk for computer and Network problem resolution; and providing communications security and spectrum support at the installation level.

## What continued efforts does the Army have planned for the future?

In FY 12, the Army will implement the LandWarNet Services Catalog, the customer-facing catalog that adjusts the service descriptions and performance standards of the Command, Control, Communication and Computer Information Management (C4IM) Services List, according to resource constraints. The C4IM Services List and the Services Catalog will be continuously updated through the phased ABITS implementation process. ABITS itself will follow an evolutionary process to improve enterprise service effectiveness, efficiency and resource allocation. Implementation will occur in three phases.

(Continued on reverse side)

## **Army Baseline Information Technology Services (ABITS)**

- Phase 1: Set the conditions for success. The Army will use current initiatives, such as operational
  control of Directors of Information Management and a manpower study, to build capacity, identify and
  field best practices, and establish performance measures aligned to key standards and functions.
- Phase 2: Network Enterprise Technology Command (NETCOM) will execute a pilot for baseline service delivery at select locations in each Signal Command theater. Network Enterprise Centers will provide ABITS-like capabilities to selected tenants during the pilot and monitor and refine key performance data.
- Phase 3: NETCOM will mature capability across select Army posts, camps and stations based on local conditions and prioritization of implementation schedules.

In coordination with Headquarters Department of Army (HQDA) elements, the CIO/G-6 also will institute a policy directing that no command expend funds for upgraded baseline IT services without HQDA approval. This policy will provide greater visibility of command spending and resource execution.

